

# What you need to know about the

## Contractor Performance Assessment Reporting System

# CPARS

## Information for CORs

### WHAT

The **Contractor Performance Assessment Reporting System (CPARS)** is the official government-wide system for the collection and maintenance of contractor performance information. In accordance with the [FAR 42.15](#) and [NFS 1842.15](#), Government officials shall enter contractor performance evaluations electronically into CPARS.

### WHY

Government officials use CPARS to view contractor performance evaluations as a resource in awarding contracts to contractors that consistently provide quality and on-time products/services that conform to contractual requirements.

### WHO

The Contracting Officer Representative (COR) delegated to a contract/order is assigned the **Assessing Official Representative (AOR)** role in CPARS.

Title		Role Assignments in CPARS
Contracting Officer's Representative (COR)	=	 Assessing Official Representative (AOR)
Contracting Officer (CO)	=	 Assessing Official (AO)
Contract Specialist	=	 Assessing Official (AO)
Procurement Manager or Associate Chief	=	 Reviewing Official (RO)



As the Assessing Official Representative (AOR), your responsibility is to:

- Provide timely ratings and justifications on contractor performance evaluations.
- Ensure all ratings are fair and reasonable.
- Ensure justification is provided and sufficiently supports each rating.

### WHERE

[www.cpars.gov](http://www.cpars.gov)

# HOW



## HOW TO REQUEST ACCESS TO CPARS

If you do not have access to the system or do not have access to a contract/order within the system, please contact the Contracting Officer or Contract Specialist assigned to the contract/order to request access.



## HOW TO LOG INTO CPARS (FIRST-TIME USERS)

1. After you have requested access to CPARS and received a system-generated email from [webptsmh@navy.mil](mailto:webptsmh@navy.mil), go to [www.cpars.gov](http://www.cpars.gov).
2. Click on the **Sign In** button (located in the upper right corner of screen), then click on the **Accept/Login with Password** button. Click on the *Forgot/Reset Password* link. Enter your *NASA email address*, then click on the **Submit** button.
3. Once your temporary password is received, click on the **Accept/Login with Password** button. Use your *NASA email address* and the *temporary password* to log into the system.
4. Create a *new password* and complete the user information fields, then click the **Save User Password and Information** button. Click **OK** when the confirmation pop-up displays.
5. The system will require a one-time access code. This one-time access code will be emailed to you and is only valid until 11:59 pm ET the day you received the code. Use this code to access the system.



## HOW TO SET UP PKI LOG IN (FIRST-TIME USERS)

1. In order to set-up your PKI log in, you must set up your login with password *first* (see section above). Afterwards, go to [www.cpars.gov](http://www.cpars.gov), then click on the **Sign In** button.
2. Click on the **Accept/Login with PKI** button.
3. *Select the certificate*, then click on the **OK** button and enter your *PIV PIN*.
4. Enter your *NASA email address*, then click on the **Login with PKI** button.
5. When establishing your PKI login, the system may require you to enter your password and/or require your password to be reset. However, subsequent logons using PKI will only require your PIN and NASA email address; it will *not* require a password.

# WHEN

## CPARS TIMELINE

A contractor performance evaluation should be completed within 120 days from the end of the period of performance being assessed. Within those 120 days, the contractor has up to 60 days to review the evaluation. Therefore, it is best to prepare and send the evaluation to the contractor for review within **30 days** from the end of period of performance being assessed. This will allow a minimum of 30 days to finalize the evaluation.



Three factors determine if, when, and how often an evaluation is required on a contract or order: 1) Contract value; 2) Contract type; 3) Contract period of performance. **Good news:** It is the responsibility of the Contracting Officer/Contract Specialist to determine if, when, and how often an evaluation is required on the contract or order. If an evaluation is required, the contract/order will be registered into CPARS and located in your To-Do List.

# 5 Steps to Complete an Evaluation in the CPARS

## 1 OPEN THE EVALUATION

After logging into the system, click on the *To-Do List* button. Afterwards, click on the *contract/order number* to **OPEN** the evaluation.

## 2 SELECT A RATING

Click on the *Ratings* button. For *each applicable evaluation area* (quality, schedule, cost control, management, small business, regulatory, other), select a **RATING** using the evaluation rating definitions (see page 5 or FAR 42.15, [Table 42-1](#)) for the period of performance being assessed. For Small Business subcontracting evaluations, use [Table 42-2](#).

## 3 PROVIDE JUSTIFICATION

**Important**

It is *required* to provide **JUSTIFICATION** for *each* rating into the *Comments* field. The justification/narrative is the most important part of the evaluation. Ensure your justification/narrative:

- Is consistent with the rating definitions on page 5 (see FAR 42.15, [Table 42-1](#); use [Table 42-2](#) for Small Business subcontracting evaluations) and is consistent with other methods of evaluating Contractor performance (e.g. EVM, Program Reviews, Award Fee Determinations)
- Is fair, reasonable, accurate, detailed, complete, and supported by objective evidence wherever possible
- Recognizes the Government's role in the Contractor's inability to meet requirements and the risk inherent in the contract effort
- Documents resolution of problems and addresses rating changes from previous performance reports.

For more information, please see the following:

- [Sample CPAR Narratives](#)
- [CPARS Quality and Narrative Writing Online Training Course](#)
- [CPARS Guidance](#) (p.19, Sections 4.3 and 4.4)

## 4 INDICATE TYPE OF RECOMMENDATION

In the Assessor section, indicate if you **WOULD** or **WOULD NOT RECOMMEND** the contractor for similar requirements in the future. Click on the *Save* button located on the upper right corner of the screen.

## 5 SIGN AND SEND

**ELECTRONICALLY SIGN** and **SEND** the evaluation to the *Assessing Official (AO)*, which is the Contracting Officer/Contract Specialist. The AO will review, complete, and send the evaluation to the Contractor for review.

# FAR 42.15, [Table 42-1](#) Evaluation Rating Definitions

(For Small Business subcontracting evaluations, use FAR 42.15, [Table 42-2](#)).

RATING	DEFINITION	NOTE
<b>EXCEPTIONAL</b>	Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.	To justify an Exceptional rating, identify multiple significant events and state how they were of benefit to the Government. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.
<b>VERY GOOD</b>	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with some minor problems for which corrective actions taken by the contractor were effective.	To justify a Very Good rating, identify a significant event and state how it was a benefit to the Government. There should have been no significant weaknesses identified.
<b>SATISFACTORY</b>	Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.	To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract/order. There should have been NO significant weaknesses identified. A fundamental principle of assigning ratings is that contractors will not be evaluated with a rating lower than Satisfactory solely for not performing beyond the requirements of the contract/order.
<b>MARGINAL</b>	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being evaluated reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.	To justify Marginal performance, identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the Government. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., management, quality, safety, or environmental deficiency report or letter).
<b>UNSATISFACTORY</b>	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.	To justify an Unsatisfactory rating, identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the Government. A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, quality, safety, or environmental deficiency reports, or letters).

## Did you know?

If the  icon appears, you can click on it to view more information on the specific topic. You may also refer to the Instructions for Completing Evaluations section (pp. 37 – 53) of the [Guidance for the Contractor Performance Assessment Reporting System](#) for detailed information on each section of the evaluation.



## FULL DISCLOSURE

Currently, most GSFC CORs are not using CPARS. Instead, the Contracting Officer/Contract Specialist obtains the COR's input by sending the COR a [CPAR COR Input Form](#) to complete. The Contracting Officer/Contract Specialist uses the completed form to enter the COR's input into CPARS, which is an acceptable alternative for the time being. However, the goal is to have all CORs registered and actively using CPARS, as stated in the [NF1634 COR Delegation Form](#).



## IMPORTANT

### FOR OFFICIAL USE ONLY

Disclosure of performance evaluation data to any contractor, including advisory and assistance contractors, other than the contractor that is the subject of the report, or other entities outside the Government, is **strictly prohibited**. Only the contractor that is the subject of the report will be granted access to its evaluation. All past performance reports are classified as Source Selection Sensitive and are not releasable unless directed by the agency who submitted the data. Past performance evaluations must be protected in the same manner as information contained in source selection files (see FAR 3.104 and 41 USC Sect. 423) and is to be protected as "FOR OFFICIAL USE ONLY/SOURCE SELECTION INFORMATION - see FAR 2.101, 3.104, and 42.1503."

## ONLINE TRAINING

### CPARS ONLINE TRAINING:



HIGHLY RECOMMEND

- [Quality and Narrative Writing](#) (automated training, 1.75 hours)
- [CPARS Overview](#) (automated training, 2.25 hours)
- [CPARS Reports](#) (online instructor-led training, 2 hours)